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Work Orders Scheduling and Dispatch: 25-30%

- Implementing Schedule Assistant: This subject area covers your skills in filtering data, specifying search radiiuses, applying restrictions to resource queries, and troubleshooting Schedule Assistants.
- Implementing Schedule Boards: Here the examinees should have the ability to reschedule and reassign work orders, schedule work orders manually, customize schedule boards, implement integrated map characteristics, and generate driving guidelines for field agents.
- Optimizing Resource Scheduling: The test takers need to possess the knowledge of the resource optimization process, constraints, and objectives, as well as optimization profiles.
- Managing Scheduling Alternatives: The candidates need to have the skills in configuring Quick Book and fulfillment preferences, as well as scheduling work orders with the Schedule Assistant and Schedule Board.
- Configuring Universal Resource Scheduling: This domain will measure competence in creating prerequisite views, enabling scheduling for entities, and managing the work-hours calendar for prerequisites. The subtheme will also evaluate one's expertise in creating Power Automate flows for the population of data within requirements records.

Microsoft MB-240 Certification Exam consists of 40-60 multiple-choice questions and is timed at 150 minutes. MB-240 exam is available in English and Japanese and can be taken at any authorized testing center. Candidates who successfully pass the exam will earn the Microsoft Dynamics 365 Field Service Functional Consultant certification.

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Microsoft MB-240 Certification Exam is recognized worldwide as a leading certification for Microsoft Dynamics 365 Field Service professionals. Achieving this certification demonstrates that the candidate has a deep understanding of the Field Service application and can use it to deliver successful customer solutions. Microsoft Dynamics 365 Field Service Functional Consultant certification is also a key differentiator for professionals who want to stand out in the job market and advance their careers in the Dynamics 365

ecosystem.

Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q26-Q31):

NEW QUESTION # 26

You are implementing the schedule board for a HVAC (heating, ventilation, and air conditioning) company.

The company has two dispatchers in their own territories who only schedule resources within their territory.

You need to configure the schedule board so that each dispatcher only sees resources who belong in their territory, as well as work orders to be scheduled in their territory.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Order
Ensure the unscheduled work orders views are filtered by territory on each tab.	1
Ensure the Date Window Start and Date Window End fields are populated on the work order.	2
Ensure the time zone is set for each territory.	3
Ensure each resource has the appropriate resource territory associated.	4
Create a schedule board tab for each territory.	
Add the service territory to each tab and select Save Current Filters as Default .	

Answer:

Explanation:

Actions	Order
Ensure the unscheduled work orders views are filtered by territory on each tab.	1
Ensure the Date Window Start and Date Window End fields are populated on the work order.	2
Ensure the time zone is set for each territory.	3
Ensure each resource has the appropriate resource territory associated.	4
Create a schedule board tab for each territory.	
Add the service territory to each tab and select Save Current Filters as Default .	

Explanation:

Actions	Order
Ensure the unscheduled work orders views are filtered by territory on each tab.	1
Ensure the Date Window Start and Date Window End fields are populated on the work order.	2
	3
	4

NEW QUESTION # 27

DRAG DROP

You are setting your environment to use Resource Scheduling Optimization (RSO). You have enabled Optimize Schedule for all Bookable Resources.

You need to complete the remaining steps to prepare your work order data for optimization.

Which three actions should you perform, in sequence, to achieve the goal? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Set Optimize Schedule field to Yes for all Work Order Requirement records.

Configure Scheduling Method for booking statuses.

Set Default Scheduling Method to Optimize for work order booking setup metadata.

Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records.

Update From Data and To Date for all unscheduled work order requirement record.

Order

Answer:

Explanation:

Section: Schedule and dispatch work orders

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration>

NEW QUESTION # 28

A new member of your company's scheduling department is learning which scheduling function to use in Dynamics 365 for Field Service, based on different scenarios.

You need to provide a scheduling matrix to the new team member.

Which scheduling function should be used with each scenario? To answer, drag the appropriate function to the appropriate scenario. Each function may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Schedule Board	View map of resource, organizational units, bookings, or requirements.
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.
Booking Rules	Filter resources based on requirements of the work order.
Resource Scheduling Optimization	Schedule requirements that are part of a group.
Facility Scheduling	



Answer:

Explanation:

Schedule Board	View map of resource, organizational units, bookings, or requirements.
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.
Booking Rules	Filter resources based on requirements of the work order.
Resource Scheduling Optimization	Schedule requirements that are part of a group.
Facility Scheduling	

NEW QUESTION # 29

You are a Dynamics 365 for Field Service Administrator. You are working with your company's scheduling team on requirements for a new schedule board view.

The team needs a schedule board view where they only see work orders with a priority of Critical.

Which three steps should you perform, in sequence, to meet their need? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps**Microsoft Order**

Filters the schedule board requirements panel to only show critical work orders.

Create a Resource Requirements View.



Filter view where Work Order Priority equals Critical.



Create a Bookable Resource Booking View.

Add view to Schedule Board.

Create a Work Order View.

Answer:**Explanation:****Steps**

Filters the schedule board requirements panel to only show critical work orders.

Create a Resource Requirements View.

Filter view where Work Order Priority equals Critical.

Create a Bookable Resource Booking View.

Add view to Schedule Board.

Create a Work Order View.

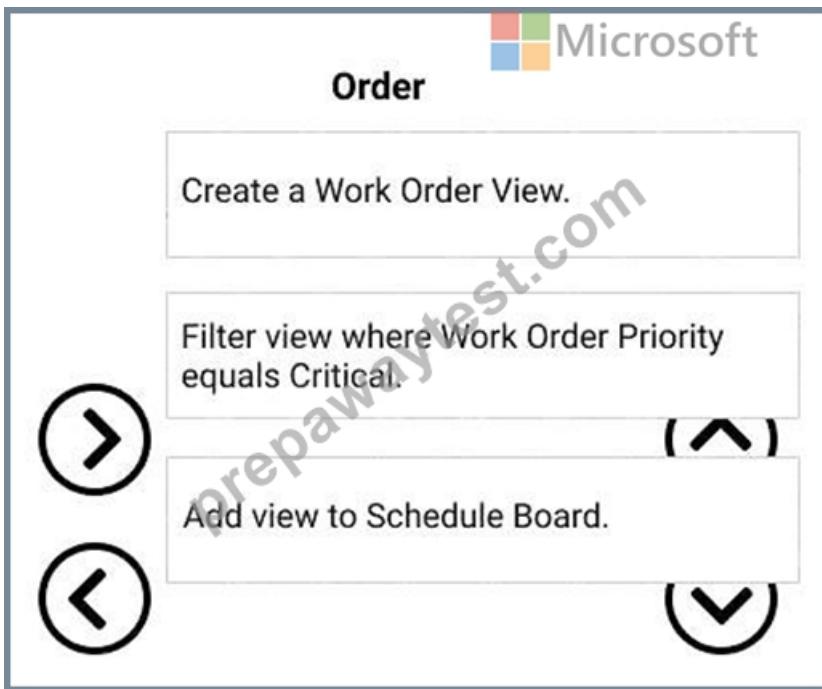
Order

Create a Work Order View.

Filter view where Work Order Priority equals Critical.

Add view to Schedule Board.

Explanation:



NEW QUESTION # 30

You are working for a heating, ventilation, and all conditioning (HVAC) service organization.

The Held technicians in your organization are working in the Field Service mobile app. The technicians report that they are able to access customer assets, but unable to access functional location and customer asset hierarchy in offline mode.

You need to ensure technicians can view the functional location and customer asset hierarchy in their mobile app. What should you do?

- A. Ensure there is internet connectivity in the mobile app
- B. Enable asset hierarchy for the mobile app.
- C. Download offline data to the mobile app.
- D. Add the technicians to the mobile app's offline profile.**

Answer: D

NEW QUESTION # 31

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